



PROMOTION and REASSIGNMENT OPPORTUNITIES

VARO & OPC, Manila, Philippines

ANNOUNCEMENT NO.: [2009-08](#)

POSITION : Veterans Service Representative
LS-0996-07
(1 or more Full-time temporary positions*
NTE 2 Years)

LOCATION : Veterans Service Center
Regional Office & Outpatient Clinic, Manila

SALARY RANGE : P 371,435 per annum depending upon qualification

OPENING DATE : February 12, 2009

CLOSING DATE : February 27, 2009

AREA OF CONSIDERATION : All Interested Candidates (Philippine Residents)

MAJOR DUTIES AND RESPONSIBILITIES

Provides information to VA claimants about a broad range of benefits and assists with applications for VA benefits and services. Gathers requisite evidence from medical, military, community, and other sources to support benefit determinations. Reviews the evidence and applies the controlling laws and regulations, and enters appropriate data to generate accurate benefit payments, control pending issues or schedule future actions, and release complete, correct notifications of benefits determinations. The VSR must not only be competent in the interpretation and application of laws and procedures, but must be well-versed in medical principles and terminology and in public relations skills.

QUALIFICATION REQUIREMENTS

To qualify at the LS-7 level, the applicant must have at least one year specialized experience equivalent to LS-5. This may be substituted with one full year graduate level education in a related field or Superior Academic Achievement. Applicants must also meet the time-in-grade requirement of the position by the closing date of this announcement, which is 52 weeks at the next lower grade.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: *Candidates should submit a narrative statement with specific responses to the following KSAs:*

Factor 1: Ability to read and interpret complex written material. Ability to analyze material and make well justified decisions from the analysis

Factor 2: Ability to write letters explaining decisions in a clearly understood manner.

Factor 3: Ability to tactfully and diplomatically secure cooperation and understanding from outside parties in securing information and explaining case decisions.

Factor 4: Ability to determine priorities and manage a high volume workload.

Factor 5: Skill in oral and written communication in English and Tagalog language.

Factor 6: Ability to operate a computer.

HOW TO APPLY

Applicants must submit the following documents:

1. An Optional Form (OF) 612, Standard Form (SF) 171, Application for Federal Employment, or a resume. If a resume is used it must contain all information required in the OF-612/SF-171. Any other documentation (copies of diploma, transcript of records, licenses, copy of awards) that addresses the qualification requirements of the position as listed above.
2. Narrative responses, which provide examples of each of the Knowledge, Skills and/or Abilities, described above. These may be submitted on VA Form 5-4676a, Employee Supplemental Qualifications Statement, or on bond paper, ensuring the announcement number and your name are listed at the top of each page.
3. (VA employees only) VA Form 5-4078, Application for Promotion or Reassignment, indicating the position series and lowest grade level for which you wish to be considered;
4. (VA employees only - Optional) VA Form 5-4667b, Supervisory Appraisal of Employee for Promotion **or** a copy of last performance evaluation.
5. Applications should be mailed to USDVA, HRM Office, 1131 Roxas Boulevard, Manila 0930. Walk in applications, electronically mailed applications, and telefaxed applications will not be accepted. For more information pertaining to this announcement, please call 528-6300 ext. 2534/2667.
6. Applications must be received and stamped in by the Human Resource office no later than 4:30 p.m on the closing date of this announcement.
7. Once selected, applicants must be ready to submit: NBI Clearance, Brgy. Clearance, Police Clearance and other pre-employment requirements immediately.
8. Closing date for this announcement is COB **February 27, 2009**.

Application forms are available at <http://www.opm.gov/forms/> and at <http://www.va.gov/vaforms/>.

SELECTION PROCESS

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. U.S. citizen applicants residing in the country must attach a copy of their Alien Certificate of Registration, Immigrant Certificate of Residence or a Certificate of recognition as a dual citizen to be considered eligible for the position.

EQUAL EMPLOYMENT OPPORTUNITY

The Department of Veterans Affairs is an equal opportunity employer. Actions to fill this position will not be based on discriminatory factors that are prohibited by law. Selection will be made without regard to race, color, religion, sex, national origin, political affiliation, marital status, physical handicap, age, membership or non-membership in an employing organization, personal favoritism or other non-merit factors.

/s/

R. A. JOHNSON

Assistant Director

Cleared by : Kenneth McQuown, VSC Manager

* subject to availability of funds and approval of position